STANDARD OPERATING PROCEDURE
Policy Revisions, Changes & Format

SOP 1.4

Rev. 5/01

Revisions: Changes in formatting.

PURPOSE: TO DESCRIBE PROCESSES FOR:

1. **DEVELOPING A NEW POLICY**
2. **INITIATING A CHANGE TO THE NATIONAL POLICY MANUAL**
3. **APPROVING THE CHANGE**
4. **INFORMING THE STAFF OF THE CHANGE**
5. **IMPLEMENTING THE CHANGE**

I. Development/change of a policy

A. A new policy or policy revision is drafted using the format of the National Policy Manual.

B. The draft policy change or revision is submitted to the appropriate Consultant for review.

C. The change/revision is reviewed by the Consultant who may make suggestions for modification based on her/his experience and discussions with other field personnel. The change/revision is finalized by Headquarters staff at their weekly meeting.

D. Policy is presented at next EC meeting for approval. If it is urgent that the policy be adapted quickly, an emergency meeting of the EC will be called.

E. Once approved, a change notice is issued to all field sites. This will list the current change as well as all other previous changes. This notice will be added to the front of the National Policy Manual. The noted pages will be removed from the original manual and the new pages inserted as directed by the change notice.

F. The HSA is responsible for informing all staff of the changes and the start date of the new policy. Change notices must be included in all clinic and private copies of the National Policy Manual. The HSA is responsible for inserting the changes in the clinic copies. Each officer is responsible for inserting the changes in their personal copies.

G. National Policy Manuals will not be considered complete unless all change notices are included. This will be a checkpoint on all annual reviews.

II. Standard and Local Operating Procedure Format

Operating Procedures are documents that contain instructions on how to carry out national policy. Standard Operating Procedures are issued by DIHS Headquarters and outline a procedure that is carried out the same way in each facility. Local Operating Procedures are written at the facility and outline facility specific procedures.

A. Procedure

Both Standard and Local Operating Procedures will be written in the same format:

1. In MicrosoftWord

- a) Select Times New Roman Font, 12 pt.
- b) In Page Set-up, create 1"margins
- c) Text alignment should be justified.

2. Creating "box" around heading

- a) Highlight the text
- b) Select Format, then Borders and Shading
- c) Under Width, chose 6pt.
- d) Under Preview, click on the diagram above and below
- e) Click OK

3. Text in box

- a) Skip one line under top line
- b) Font 16 pt, bold type, **STANDARD OPERATING PROCEDURE**" or **LOCAL OPERATING PROCEDURE.**
- c) Next line, type procedure name in 16 pt, lower case bold
- d) Next line, type SOP or LOP (depending on which it is) one space then reference number, in 12 pt, regular (non-bold). Reference number corresponds to chapter and section where National Policy can be found in manual. Subsequent SOPS related to National Policy should be given the same reference number followed by the next sequential number. For example, SOP 4.7 could be followed by SOP 4.7.1, SOP 4.7.2 etc.,).
- e) Next line, type Review date using month and year.

4. Revision(s)

- a) Type **Revision(s):** describe the revision(s) using a semicolon after each revision.
- b) Go to Format, then Borders and Shading.
- c) Highlight the second line listed under Style (dotted)
- d) On diagram box, click away all lines except bottom line
- e) Click OK

5. Body of SOP

- a) Type **"PURPOSE:"**
- b) Write Opening paragraph explaining purpose of procedure in **bold text**.
- c) Skip one line
- d) Go to Format, then Borders and Shading

e) Highlight the second line listed under Style (dotted)
f) On diagram box, click away all lines except top line
g) Click OK
h) Skip one line
i) Using Roman Numerals, in bold text, all caps, type
   Begin instructions on how to carry out procedure.

Note: *Use as few words as possible. Explain each step of the procedure using simple terminology.*

III. Guidelines for assignment of numeric codes

A. The Standard Operating Procedures (SOPs) and Local Operating Procedures (LOPs) numeric assignments are to correspond with the numeric code series of topics in the National Policy and Procedure Manual, i.e., Administration-300 series, Dental- 900 series, etc.

B. All SOPs are to be identified by the prefix SOP prior to the numeric code. SOPs that are directly related to a National Policy will be assigned the same numeric code. SOPs that may not directly refer to but are related to an established National Policy are assigned the same numeric code with the next sequential number. All LOPs are to be identified by the name of the PROCESSING CENTER. LOPs that are directly related to a SOP will be assigned the same numeric code. LOPs that may not directly refer to but are related to an established SOP will be assigned the same numeric code with an alphabetic suffix.

C. Each Branch that issues SOPs to the field, i.e., Field Operations Branch, Resource Branch, etc., will use a numeric code to identify the series of SOPs pertinent to their section.

D. A template will be developed for each LOP. The template will allow for site-specific variations. All LOPs must follow guidelines established by the related SOP and require approval by the local Governing Body.

F. Indication will be made on any current SOP specifying which documents will be superceded by the new issuance.

G. The standard approval process used for National Policy that includes approval from Executive Council members will be required before a SOP or LOP can be adopted and distributed.

H. One person in each Branch will be responsible for maintaining a master disk/file of the Branch SOPs. The designated staff member will keep a current master list or table of contents for the Branch section, and be responsible for distributing revisions and new SOPs to the field, and to other branches.

I. Each Branch will be responsible for an annual formal review of their section of the SOP manual and initiate necessary updates and revisions.

J. SOPS will be developed or revised as needed to assure quality operation of the Branch.

K. All numerical assignments are to be reviewed and approved by the Chief of Field Operations or his designee.

Samples of numeric coding

Standard and Local Operating Procedure Guidelines for Assignment of Numeric Codes

National Policy	SOP 7.3	Referrals to Off-site Care
Standard Operating Policy	SOP 7.3	Columbia Care Center (CCC)
Local Operating Policy	Aquadilla	LOP 7.3

National Policy	6.2.2.3	Fire Safety
Standard Operating Policy	SOP 6.2.2.3	Fire Drills and Evacuation
Local Operating Policy	El Centro	LOP 6.2.2.3